Automated Payphone Customer Service

30 DAY FREE SERVICE TRIAL

Client (Company) _____Custom greeting yes□ no□

Address _____

City State, ZIP _____

Tel and fax _____

E-mail (for.txt activity reports)_____Excel yes□ no□

E-mail (for billing) _____

Contact Name _____

Payphone 211.com will provide automated customer service for a period of 30 days at no charge. The 30 days will begin when the confirmation notice is issued that the ANIs are loaded in the system. After the trial period, if client wishes to cancel the service, Payphone211.com must be notified in writing a maximum of 7 days after the end of the trial period at which point client agrees the payphones will be routed away from the toll free access number of the 211 service. If client continues with the service client agrees to pay for 211 service provided after the trial period has expired.

If the service is not renewed and the payphones are still routed to the system, client agrees to pay for each attempt at the incomplete call rate of .21 per minute billed in one minute increments. Payphone211.com will not process any calls after the 30 days if the service is not renewed.

The services to provide are as follows: a) Courtesy Call Completion b) Trouble Report c) Refund.

Payphone211.com will maintain client's information confidential at all times.

Client releases payphone211.com and its parent Alliance Payphone, Inc. from paying Dial Around Compensation into the toll free access number to the system for calls originating from client's payphones into the toll free access number(s) or other access numbers.

Client will send payphone211.com their ANI list and the site name only in data format (excel or txt) and e-mail the file as an attachment to anis@payphone211.com and allow 48 hrs for the initial ANI loading. Client should program phones to the access number after being advised by payphone211.com that the ANIs have been loaded. Afterwards, client will use automated system to load, delete, or modify settings on ANIs. Instructions will be made available to client. Sign and fax this form back to 866-432-2730.

_____ _____ _____

Print name Signature Date

For internal use only

MA#_____ Account#_____ Pass code_____ Date loaded_____ Service date_____

Daily Query □ Report □ Macro □ Current □ Custom greet. □

Inv. Query □ Report □ Macro □

Payphone211.com a division of Alliance Payphone, Inc.
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